



# POLICIES AND PROCEDURES

## Hours of Operation

Monday-Friday: 6:30am-7pm

Saturday: 9am-5pm

Sunday: 9am-2pm

**\*\*Bark Avenue requests that all overnight boarders be dropped off at least 1 hour prior to closing\*\***

## Boarding Pick Up

Pickups after 12 pm will incur an hourly daycare charge at a rate of \$4 per hour for one dog, \$6 per hour for 2 dogs or \$8 per hour for 3 dogs from 12 pm until the time they are checked out. All check out times will be rounded to the nearest whole hour for billing purposes.

## Cancellation Policy

Bark Avenue Daycamp has a non-holiday cancellation policy of 48 hours. If 48 hours notice is not given there will be a one night cancellation fee charged. **Holiday Boarding cancellations must be made 72 hours in advance or the full visit will be charged.** There is a waiting list on holidays and Bark Avenue needs ample time to inform other guests of cancellations. We appreciate your cooperation in this matter. Observed holidays are...

**New Year's Day**

**Easter Sunday**

**Memorial Day**

**4<sup>th</sup> of July**

**Labor Day**

**Thanksgiving**

**Christmas Day**

## Vaccinations

Bark Avenue Daycamp requires all dogs be up to date on their Rabies, Distemper and Bordetella vaccinations. It is also required that all dogs have had a negative stool sample within the last year. **Without these vaccines we cannot accept your dog into our facility so please ensure we have complete vaccine records before your check in date.**

We also strongly suggest that you have a conversation with your veterinarian regarding the vaccine for canine influenza. While it is not a required vaccination, your dog may benefit from having this vaccine prior to attending daycare or boarding with us.

***Also, please be aware that because many veterinarian clinics have strict privacy guidelines, we do not request vaccination records on our client's behalf.***

## Titer Tests

Titer test results will be accepted in lieu of vaccinations.

## The Do's of Boarding

Do bring your dog's bed, blanket or toys (no squeaky toys please) from home with their name **clearly** marked on them. **\*\*Belongings from home will make your dog more comfortable during their stay. If you do not wish to bring them, Bark Avenue will supply their bedding at no extra charge\*\***

Do bring your dog's food from home with their name **clearly** marked on it. Please be sure to pack extra food just in case of an emergency.  
**\*\*If Bark Avenue has to supply their own dog food to your dog there will be a charge of \$2.00 per cup\*\***

Do bring your dog into our facility with their leashes and collars on. Please make sure your dog has the proper identification on their collars.

Do bring your dog's medication **clearly** marked with the dose and any other instructions for our friendly staff.